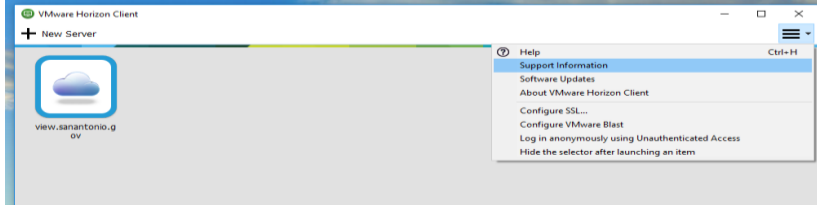
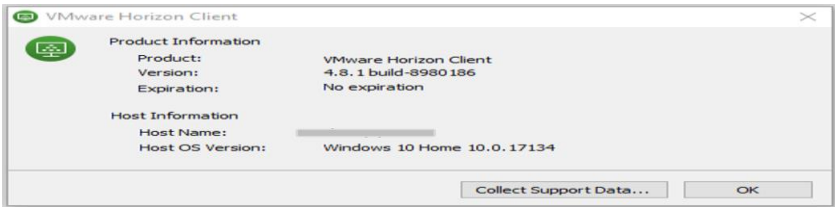
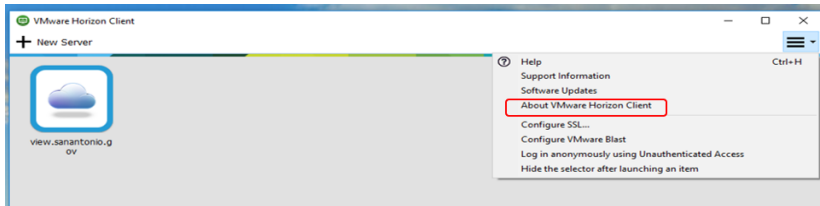

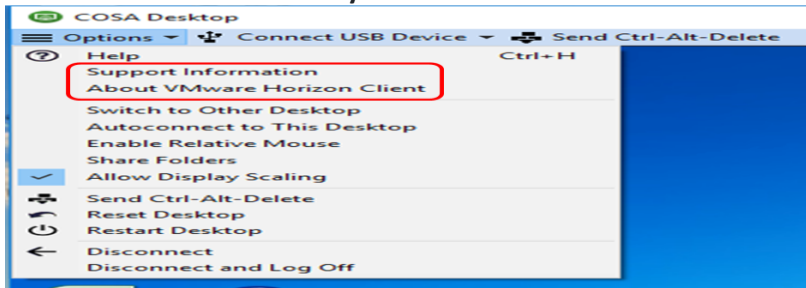


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## HOW TO CHECK YOUR DEVICE'S VMWARE HORIZON CLIENT VERSION

Options	Actions
From Horizon Client view	<p>Click the 3-Line or the Drop-down arrow at the upper-right corner. Select the <b>'Support Information'</b></p>  
From Horizon Client view	<p>Click the 3-Line or the Drop-down arrow at the upper-right corner. From the drop-down menu, select <b>'About VMware Horizon Client'</b></p>  
From COSA Desktop	<p>From the <b>Options drop-down</b>, select either <b>'Support Information'</b> or <b>'About VMware Horizon Client'</b> to view your Horizon View Client version.</p> 

## INSTALLING AND UNINSTALLING VMWARE HORIZON CLIENT

You can solve most problems with Horizon Client by upgrading your VMware Horizon Client or uninstalling and reinstalling the Horizon Client application.

- For On-Site COSA Devices, contact **ITSD Service Desk at (210) 207-8888, Option 1**, for installing or uninstalling VMware Horizon Client.
- Uninstalling of Horizon Client uses the same method that you usually use to uninstall any other application.
- For example, use the **Add or Remove Programs** applet available in your Windows operating system to remove the VMware Horizon Client application.
- After uninstalling is complete, you can reinstall the application. For step by step guide on installing the VMware Horizon Client click this link: [VMware Horizon Client Installation Steps](#)

## OPEN SESSION INACTIVITY AND TIMEOUTS

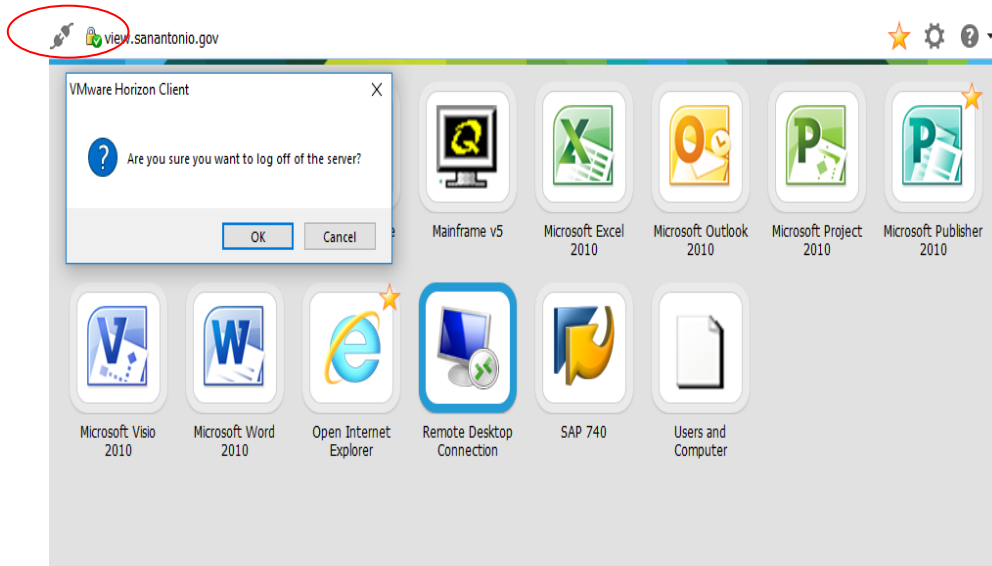
For security purposes and resource consumption, Open Session Inactivity timeouts are set to log you off after a certain number of hours and lock a remote application after a certain number of inactivity.

- For example, if you have one or more applications open and you walk away from your computer, when you return an hour later, the application windows might no longer be open. Instead you might see a dialog box prompting you to click the **OK** button so that the application windows appear again.
- You receive a warning prompt 30 seconds before a published application is locked automatically. If you do not respond, the published application is locked
- By default, you must log in again if you have Horizon Client open and are connected to a particular server for more than 10 hours. This timeout applies to both remote desktop and published application connections.
- We recommend you reconnect back to application or virtual COSA Desktop if disconnected due to inactivity.

## DISCONNECTING HORIZON VIEW CLIENT

After you have finished using a remote desktop or published application, you can disconnect.

To disconnect from a server, click the **Disconnect from this server** icon in the upper-left corner of the Horizon Client window, or press **Alt+D**. See image below:

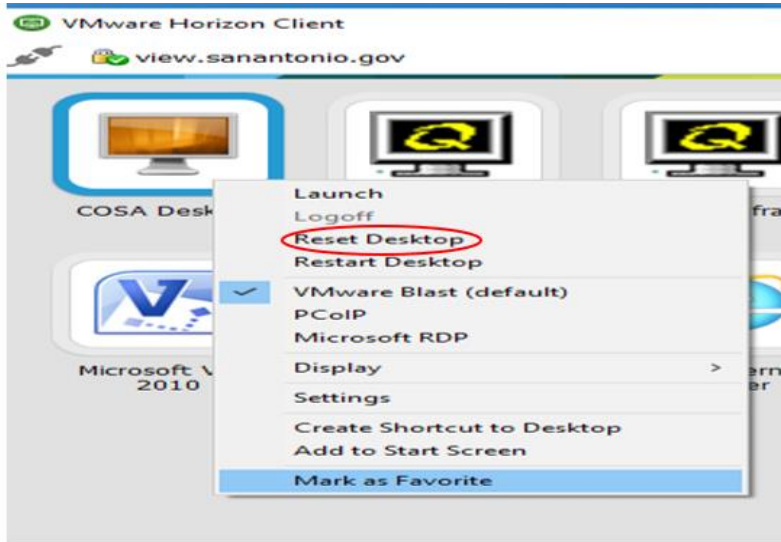
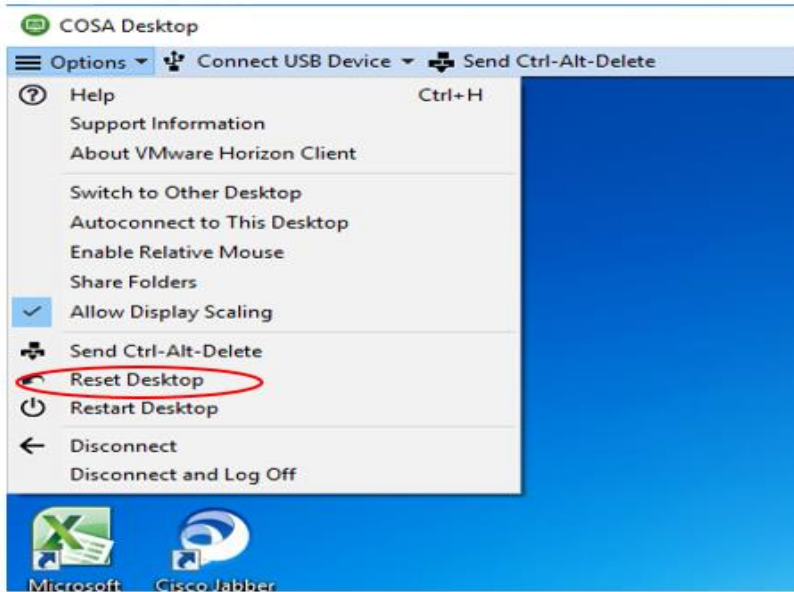


## IF THE APPLICATION OR DESKTOP STOPS RESPONDING


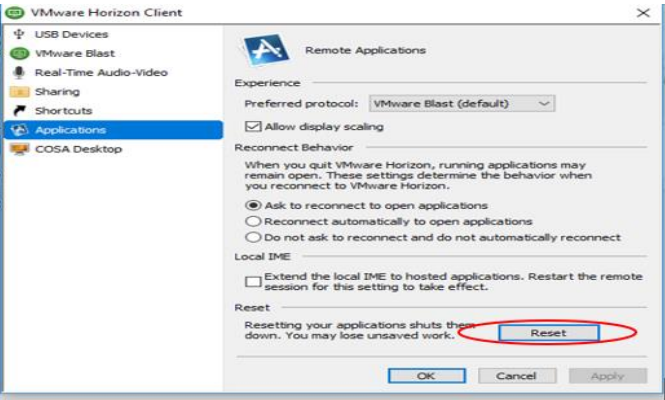
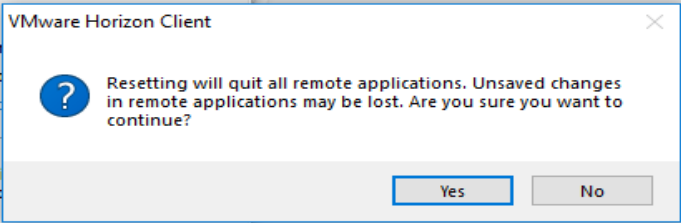
1. You might need to reset your virtual desktop or application
2. Wait an appropriate amount of time for system startup before attempting to connect to the remote desktop. If still having issue, contact **ITSD Service Desk at (210) 207-8888, Option 1**.

**Note:** *Resetting a remote desktop shuts down and restarts the desktop. The client will be disconnected from the desktop. Resetting your remote applications quits the applications. Unsaved data is lost.*

## HOW TO RESET COSA DESKTOP

Option	Action
From the Horizon View	<p>Right-Click the COSA Desktop icon and select <b>Reset Desktop</b></p>  <p>The screenshot shows the VMware Horizon Client window with the URL 'view.sanantonio.gov'. It displays several desktop icons. The 'COSA Desktop' icon is highlighted with a blue border. A right-click context menu is open over this icon. The menu options are: Launch, Logoff, <b>Reset Desktop</b> (circled in red), Restart Desktop, VMware Blast (default) [checked], PCoIP, Microsoft RDP, Display, Settings, Create Shortcut to Desktop, Add to Start Screen, and Mark as Favorite.</p>
From within COSA Desktop	<p>Click the drop-down arrow on the 'Options' tab, select '<b>Reset Desktop</b>'</p>  <p>The screenshot shows the COSA Desktop application window. The 'Options' menu is open, showing various settings and actions. The 'Reset Desktop' option is circled in red. Other options include: Help, Support Information, About VMware Horizon Client, Switch to Other Desktop, Autoconnect to This Desktop, Enable Relative Mouse, Share Folders, Allow Display Scaling [checked], Send Ctrl-Alt-Delete, Restart Desktop, Disconnect, and Disconnect and Log Off. The desktop background is blue, and there are icons for Microsoft and Cisco Jabber at the bottom.</p>

## HOW TO RESET YOUR APPLICATIONS

Option	Action
From the Horizon View	<p>Use the <b>Reset</b> button in the desktop and application selection window.</p> <ol style="list-style-type: none"> <li>Click the <b>Settings</b> button (gear icon) in the menu bar.</li> <li>Select <b>Applications</b> in the left pane, click the <b>Reset</b> button in the right pane, and click <b>OK</b>.</li> </ol>   

## WHAT TO DO IF HORIZON CLIENT EXITS UNEXPECTEDLY

Horizon Client might exit unexpectedly for so many reasons.

1. First line of action is to Restart Horizon Client. You can re-connect successfully.
2. However, if you continue to have connection problems, **contact ITSD Service Desk at (210) 207-8888 Option 1.**